

WHAT IS CLAIMED IS:

1. A technical support system comprising:
a service information portal section which
provides web pages as an information input and output
interface;
a knowledge base section which stores various
claim reports and solutions related to the claim
reports; and
a claim handling section which registers in said
knowledge base section a new claim report in which at
least a claim title is structured as a combination of
predetermined items of definition information on the
basis of a claim content input to a client web page,
and manages the registered new claim report as an
unsolved claim requiring an answer from an engineer;
wherein said claim handling section is configured
to issue task sheets for a market countermeasure task
which is shared among technical divisions according
to the new claim report and to update the state of
progress in the market countermeasure task upon receipt
of the task sheet returned from each of the technical
divisions.
2. The technical support system according to
claim 1, wherein said claim handling section is
configured to visualize the state of progress in
the market countermeasure task.
3. A technical support method using a knowledge

base section which stores various claim reports and solutions related to the reports, said method comprising:

5 a step of providing web pages as an information input and output interface;

10 a step of registering in said knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and managing the registered new claim report as an unsolved claim requiring an answer from an engineer; and

15 a step of issuing task sheets for a market countermeasure task which is shared among technical divisions according to the new claim report, and updating the state of progress in the market countermeasure task upon receipt of the task sheet returned from each of the technical divisions.

20 4. The technical support method according to claim 3, wherein said progress state updating step is configured to visualize the state of progress in the market countermeasure task.

25 5. A recording medium having a program recorded for a technical support system server including a claim handling section which registers in a knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined

items of definition information on the basis of a claim
content input to a client web page, and manages the
registered new claim report as an unsolved claim
requiring an answer from the engineer, said program
5 being executable for causing said claim handling
section to perform a process of issuing task sheets for
a market countermeasure task which is shared among
technical divisions according to the new claim report,
and updating the state of progress in the market
10 countermeasure task upon receipt of the task sheet
returned from each of the technical divisions.

6. The recording medium according to claim 5,
wherein the program is configured such that said claim
handling section performs a process of visualizing the
15 state of progress in the market countermeasure task.